



**STATE OF WASHINGTON  
DEPARTMENT OF SOCIAL AND HEALTH SERVICES**

RFP #08-331 – Provider Compensation Subsystem

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Reference R: Bidder Demonstration Scripts

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## 1. Introduction & Approach to Demonstrations

PCS is a compensation calculation system, so the demonstrations are based around preparation to pay, generation of transactions used to pay, receipt of payment details, and reporting.

Scenario 1 = Invoices produced by the system to send to providers (payees)

Scenario 2 = Validations for time (invoice) entry upon return from providers or through IVR or the provider portal

Scenario 3 = Pay Calculation Cycle 1

- Entry
- Behind-the-scenes (deductions, accumulators/accruals, pay rates)
- Payment transactions
- Reports and Inquiries on proof of payment
- Note – moving the system clock forward to enable payment and reporting is assumed

Scenario 4 = Parameter Entry

Scenario 5 = Garnishments. (Entry of several garnishments that are to be included in Pay Calculation Cycle 2 is acceptable)

Scenario 6 = Pay Calculation Cycle 2

- Based on results of Pay Calculation Cycle 1 and moving the system clock forward
- Some adjustments based on the results of Pay Calculation Cycle 1
- As above, entry, behind-the-scenes, and payment are assumed but since some requirements have been demonstrated explicitly they are implied to be executed a second time. There is not a need to stop and point out the execution of the requirements a second time.
- DSHS considers it preferable to base Pay Calculation Cycle 2 on the results of Pay Calculation Cycle 1

Scenario 7 = Pay Calculation Cycle 3

- Remaining Adjustments
- DSHS considers it preferable to base Pay Calculation Cycle 3 on the results of Pay Calculation Cycle 1 and Pay Calculation Cycle 2

Scenario 8 = Year End Processing

Scenario 9 = Technical Requirements Chosen to be Demonstrated

- Security
- Reporting Capabilities
- ADA and Help Capabilities

## **2. Invoices Produced (Tuesday PM, 45 min)**

### **Requirement #F.1.1.1 Regular and Supplemental Time Sheets**

- ☐ Demonstrate the production of an invoice (timesheet) for providers including authorized services from a regular invoice run  
There is an understanding that our invoice for this system has not yet been designed

### **Requirement #F.1.1.18 Invoice Details Multiple Service Lines**

- ☐ Demonstrate the production of an invoice (timesheet) for providers which accommodates multiple service lines authorized for the time period  
There is an understanding that our invoice for this system has not yet been designed

### **Requirement #F.1.1.4 Invoice Details Multiple Units of Service**

- ☐ Demonstrate the production of an invoice (timesheet) for providers which accommodates multiple units of service  
There is an understanding that our invoice for this system has not yet been designed

### **Requirement #F.1.1.3 Invoice Type Appropriate to Provider**

- ☐ Demonstrate the production of invoices (timesheet) for providers in formats specific to the kind of provider being invoiced  
Vendor may choose to demonstrate an invoice for an individual provider and an invoice for an agency provider

## **3. Timesheet (Invoice) Entry Validation Scenario (Tuesday PM, 60 min)**

### **Requirement #F.1.1.13 Multiple Means of Service Unit Entry**

- ☐ Demonstrate that the system will accept timesheet entry via (1) IVR or other innovative solution, (2) Provider web portal, and (3) data entry based on a paper timesheet received from a Provider
- ☐ Demonstrate first on the IVR, then the web, and finally using a paper timesheet filled out and returned by a Provider

## SUB-SCENARIO 3.1 – IVR TIME ENTRY VALIDATIONS

The expectation of this sub-scenario is that the demonstration:

- (1) Will demonstrate all the requirements specifically targeted at Time Entry using IVR or another innovative solution offered by the vendor
- (2) Will demonstrate all the validations related to Time Entry
- (3) May demonstrate an invoice/timesheet being successfully entered that will flow/trigger a later scenario that will include payment of the timesheet

### **Requirement #F.1.2.1 Time Entry Prompts in English and Spanish**

- ☐ Demonstrate that the system provides prompts in both English and Spanish

### **Requirement #F.1.2.2 IVR Entry by Voice and Key**

- ☐ Demonstrate that the system allows entry by both voice recognition and by key entry

### **Requirement #F.1.2.4 Incremental Time Entry**

- ☐ Demonstrate that the IVR system (or other innovative solution) allows providers to report time entry in increments of less than a whole month, during the course of the month
- ☐ Demonstrate the lowest level of time entry that the system will accept (i.e. 15-minute time increments, 6-minute time increments, 1 hour time increments, etc.)
- ☐ Demonstrate that the system allows a provider to log on a second time during the pay period and enter additional increments of time
- ☐ Demonstrate that the system presents the provider with confirmation of all time entered after the close of the pay period and prior to processing pay

### **Requirement #F.1.1.9 Time Entry Permitted Only After Date of Service**

- ☐ Demonstrate, for services authorized as monthly services, the validation of not accepting *finalized* time entry on timesheets prior to the end of the month of service

### **Requirement #F.1.1.4 Invoice Details Include Multiple Units of Service**

- ☐ Demonstrate that the system accepts time entry for multiple units of service authorized for the month

### **Requirement #F.1.1.10 Provider Entry of Reduced Rates Appropriate to Provider**

- ☐ Demonstrate that the system will not accept Provider entry of a rate greater than the rate invoiced

- ☐ Demonstrate that the system will accept Provider entry of a rate less than the rate invoiced

**Requirement #F.4.2.9                      Paid Units Cannot Exceed Authorized Units**

- ☐ Demonstrate that the system will not accept units for payment that will exceed the authorized units

**Requirement #F.1.1.11                      Claim PTO When There is no Pay for Services**

- ☐ Demonstrate the system's ability to claim and calculate pay for PTO when there is no pay for a service line claimed

**SUB-SCENARIO 3.2 – PROVIDER PORTAL TIME ENTRY  
VALIDATIONS**

The expectation of this sub-scenario is that the demonstration:

- (1) Will demonstrate all the requirements specifically targeted at Provider Portal Time Entry
- (2) Will demonstrate all the validations related to Provider Portal Time Entry
- (3) May demonstrate an invoice/timesheet being successfully entered that will flow/trigger a later scenario that will include payment of the timesheet

**Requirement #T.6.1.3                      Single Sign On for Different Components  
within PCS for State Users**

- ☐ Demonstrate that the system shall implement an approach to ensure that users of PCS will be using a single sign-on id (via EAD or SAW) and password across all separate components of the PCS system.

Approach – Security Authentication of Individual Users

- ☐ Demonstrate the approach for the authentication of individual users

Approach – Security Administration Password Practices

- ☐ Demonstrate the password practices used by PCS for
  - Format requirements for passwords
  - Changing passwords
  - Forgotten passwords
  - Passwords and new users
  - System generated passwords
  - Application software asking for passwords

**Requirement # T.6.4.1 Authorization Inquiries/Maintenance**

- ☐ Demonstrate how the system shall provide access, supported via AD integration, to a limited number of State administration personnel to perform routine security changes (add, edit and remove security profiles and roles).

**Requirement # T.3.3.2 Configuration Items (CI)**

- ☐ Demonstrate the system's ability to allow state staff to enter the values of specified system Configuration Items (CI) into PCS. Examples of the type State staff would be entering would be table updates for items such as accrual percentages, rates, and deductions percentages.

**Requirement #T.3.2.1 Section 508**

- ☐ Demonstrate the system's ability to accommodate ADA keyboarding alternatives
  - JAWS screen reader software
  - Dragon Naturally Speaking

**Requirement # T.2.2.1 Remote/Provider Web Based Desktop**

- ☐ Demonstrate that web-based applications provided by the bidder, either those facing providers or State users, shall support a wide variety of browsers (a high degree of cross-browser compatibility), and any required browser plug-ins or supporting software (example: Flash) must be identified.

Browsers presently expected to be supported include, but may not be limited to:

- Microsoft Internet Explorer from 6.0 onward
- Firefox from 3.0 onward
- Safari from 3.1.2 onward

**Requirement #F.1.1.5 Services Between Begin and End Date**

- ☐ Demonstrate the validation of timesheets by attempting to enter services before the beginning date of services authorization and after the ending date of services authorization

**Requirement #F.1.1.9 Time Entry Permitted Only After Date of Service**

- ☐ Demonstrate, for services authorized as monthly services, the validation of not accepting *finalized* time entry on timesheets prior to the end of the month of service

**Requirement #F.1.1.4 Invoice Details Include Multiple Units of Service**

- ☐ Demonstrate that the system accepts time entry for multiple units of service authorized for the month

**Requirement #F.1.1.10      Provider Entry of Reduced Rates Appropriate to Provider**

- ☐ Demonstrate that the system will not accept Provider entry of a rate greater than the rate invoiced
- ☐ Demonstrate that the system will accept Provider entry of a rate less than the rate invoiced

**Requirement #F.4.2.9      Paid Units Cannot Exceed Authorized Units**

- ☐ Demonstrate that the system will not accept units for payment that will exceed the authorized units

**Requirement #F.1.1.11      Claim PTO When There is no Pay for Services**

- ☐ Demonstrate the system's ability to claim and calculate pay for PTO when there is no pay for a service line claimed

**Requirement #T.6.3.1      Limits on User Access**

- ☐ Demonstrate that user access is limited based on the security model for IVR, Provider Portal, and for state users for which they have been specifically granted permission
  - Data
  - Applications
  - Procedures
  - Scripts
  - Forms
  - Queries
  - Reports
  - Logs
  - Audit Trails

**Requirement # T.6.2.1      Provider Data Protection**

- ☐ The system shall execute processes for protection of sensitive information for PCS users (e.g. SSN, Bank Accounts, Date of Birth, etc.) that are in compliance with HIPAA. Constraint: Bidder shall secure the SSN in accordance with the proposed security provisions of Federal OPM rule change 5 CFR Part 293 - Personnel Records

**Requirement #T.6.3.4      Data Layer Security on Objects**

- ☐ Demonstrate that non-key data fields that should not be accessed by a user based on their security model shall not be visible to the user

**Requirement #T.6.3.5      Row Level Application Aware Security**

- ☐ The system shall have a method to filter access to records-based organization elements (E.g.: Agency, Administration, Division, and Program). User access

may be limited to selected client or provider records. This should include log data as well.

**Requirement #T.6.3.3                      Audit Trail, History Of Changes**

- ☐ The system shall maintain a 7-year history of all changes (additions, modifications and deletions) of system data, including security information. These logs and/or audit trail shall preserve the data that have been altered or removed, incorporate date/time stamping and identify the user and object/process which performed the change

**Requirement #T.6.6.1                      Audit Of Authorized And Unauthorized Access Attempts**

- ☐ The system shall support an audit trail of all attempts to access the system (authorized or unauthorized) that can be reviewed by user, application, date/time, and provider.

**SUB-SCENARIO 3.3 –TIME ENTRY VALIDATIONS FOR RECEIVED PAPER TIMESHEETS**

The expectation of this sub-scenario is that the demonstration:

- (1) Will demonstrate all the requirements specifically targeted at Time Entry for timesheets received by mail from Providers (paper timesheets)
- (2) Will demonstrate all the validations related to Time Entry for timesheets received by mail from Providers (paper timesheets)
- (3) May demonstrate an invoice/timesheet being successfully entered that will flow/trigger a later scenario that will include payment of the timesheet

**Requirement #F.1.1.5                      Services Between Begin and End Date**

- ☐ Demonstrate the validation of timesheets by attempting to enter services before the beginning date of services authorization and after the ending date of services authorization

**Requirement #F.1.1.9                      Time Entry Permitted Only After Date of Service**

- ☐ Demonstrate, for services authorized as monthly services, the validation of not accepting *finalized* time entry on timesheets prior to the end of the month of service

**Requirement #F.1.1.4                      Invoice Details Include Multiple Units of Service**

- ☐ Demonstrate that the system accepts time entry for multiple units of service authorized for the month

**Requirement #F.1.1.10                      Provider Entry of Reduced Rates Appropriate to Provider**

- ☐ Demonstrate that the system will not accept Provider entry of a rate greater than the rate invoiced
- ☐ Demonstrate that the system will accept Provider entry of a rate less than the rate invoiced

**Requirement #F.4.2.9                      Paid Units Cannot Exceed Authorized Units**

- ☐ Demonstrate that the system will not accept units for payment that will exceed the authorized units

**Requirement #F.1.1.11                      Claim PTO When There is no Pay for Services**

- ☐ Demonstrate the system's ability to claim and calculate pay for PTO when there is no pay for a service line claimed



#### **4. Pay Calculation Cycle 1 Scenario (Tuesday PM, 135 min and Wednesday AM, 105 min)**

The objectives of this Scenario are to:

1. Demonstrate core functionality including, but not limited to
  - a. How the system will account for the one-to-many relationship between clients (employers) and providers (employees)
  - b. Time capture
  - c. Deductions
  - d. Accumulators (accruals)
  - e. Earnings
  - f. Tax withholding
  - g. Reporting
  - h. Inquiry
2. Establish data for use in subsequent scenarios

During this Scenario the demonstration should show the production of invoices (timesheets), the entry of the timesheets, and all the processing required through to payment and reporting of the following payment cases:

1. Multiple Units of Service
2. Retroactive Pay
3. Multiple Clients per Provider
4. W-2 Actual Time Entered and Paid
5. Payment when a Provider Reduces Rates
6. 1099 Withholding
7. FITW from Union Only
8. Taxes for a Unique Client-Provider Pair
9. Exemptions
10. BHO (Beck Hudson Objectors)
11. Multiple Unions
12. Lower of Two Rates
13. Overtime Payments

The demonstration does not have to have separate providers or separate timesheets to accomplish the objectives of the demonstration. It is the responsibility of the demonstrator to ensure that the evaluators in the room can follow the requirements that are being demonstrated that are not actually visible until the payment cycle is completed.

The expectation is that this Scenario will show the visible-to-a-system-user efforts related to establish timesheets to pay by demonstrating the requirements in the

following sub-categories (the sub-categories are from the RFP categories and sub-categories of Functional Requirements):

#### **F.1.2 – Time Entry**

Then the demonstration will continue by executing a payment cycle. The payment cycle will execute the potentially behind-the-scenes requirements from the following categories:

- F.2.1 – Deductions – Tax Deductions**
- F.2.2 – Deductions – Garnishments/Liens**
- F.2.3 – Deductions – Other Deductions**
- F.2.4 – Deductions – Voluntary Deductions**
- F.3.1 – Accumulators – Service Hours**
- F.3.2 – Accumulators – Paid Time Off**
- F.4.1 – Earnings – Pay Rates**
- F.4.2 – Earnings – Other Earnings**
- F.4.3 – Earnings – Paid Time Off**
- F.4.4 – Earnings – Pay Differentials**

Then continue the payment cycle with requirements that are visible-to-a-system-user that illustrate the results of the Deductions, Accumulators, and Earnings requirements above. It is acceptable to set the system clock forward to accomplish this. This portion of the payment cycle should include requirements from the following sub-categories:

- F.5.1 – Payments – Pay Issuance**
- F.5.2 – Payments – Remittance Advice and Earnings Statement Envelope**
- F.5.3 – Payments – Payment History**
- F.5.4 – Payments – Tax Payments**

And finally conclude the payment cycle by showing the requirements that are visible-to-a-system-user in the Reporting, Inquiry, and Provider Data sub-categories below. If it is necessary to set the demonstration system clock forward to accomplish the demonstration of these reporting requirements that is the responsibility of the demonstrator.

- F.7.1 – System Reporting – Year-End Reporting**
- F.7.2 – System Reporting – Pay-Cycle Reporting**
- F.7.4 – System Reporting – Other Reporting**
- F.8.2 – System Inquiry – Online Inquiry**
- F.9.2 – Provider Data – System-Derived Provider Data**

### **SUB-SCENARIO 4.1 – TIME ENTRY**

The expectation for Sub-Scenario 4.1 is that the demonstrator will use all three media (IVR, Provider Portal, and entry from a returned paper timesheet) to enter the necessary

timesheets to demonstrate all the scripts in Sub-Scenario 4.2, 4.3, and 4.4. Should the demonstrator wish to use some of the timesheets from Sub-Scenario 3, that is acceptable. The demonstrator will have the responsibility of leading the evaluators through the scenarios and illustrating where a requirement has been satisfied by the demonstration.

**Requirement #F.1.1.9                      Time Entry Permitted Only After Date of Service (PERIOD)**

- ☐ Demonstrate, for monthly services, that the system shall accept *finalized* time reported by providers after the end of the month of service

**Requirement #F.1.1.8                      Actual Dates of Service (TIME)**

- ☐ Demonstrate the entry of actual dates of service for an invoice (timesheet) for a provider that is required to claim actual dates of service

**Requirement #F.1.1.7                      Time Entry for Services Provided in the Past**

- ☐ Demonstrate the acceptance of entries for services authorized up to 12 months retroactively for an invoice (timesheet) for a provider

**Requirement #F.1.1.10                      Provider Entry of Reduced Rates**

- ☐ Demonstrate the acceptance of entries for rates entered by a provider that are less than the rates for the invoice (timesheet)

**Requirement #F.4.1.15                      Collection of Non-Reportable Earnings**

- ☐ Demonstrate the collection of non-reportable earnings
  - Expense reimbursements
  - Reimbursement for purchased goods
  - Mileage payments

**SUB-SCENARIO 4.2 – PROCESSING OF DEDUCTIONS, ACCUMULATORS (ACCRUALS), AND EARNINGS**

The expectation for Sub-Scenario 4.2 is that the demonstrator will return to this section once the payment run is accomplished and demonstrate that, for the timesheets entered above, that each of these requirements has been demonstrated by illustrating the results of the calculation on the Remittance Advice or other reporting mechanism.

## 4.2.1 DEDUCTIONS

### **Requirement #F.2.3.2 Conversion of Client Responsibility**

- ☐ Demonstrate the conversion of client responsibility (participation or client copays) to an hourly value for purposes of calculating deductions and accumulators

### **Requirement #F.2.4.1 Deduction for Client Responsibility**

- ☐ Demonstrate how the system will include in its calculation of deductions the client responsibility (participation or client copays)

### **Requirement #F.2.1.15 Relationship for Tax Purposes**

- ☐ Demonstrate the calculation and recording of tax payments and corresponding earnings for each provider/client combination

### **Requirement #F.2.1.17 Exempt from FICA, FUTA, and Medicare**

- ☐ Demonstrate the exemption from FICA, FUTA, and Medicare deductions paid to a provider for services to clients based on the relationship details from IRS Publication 926
  - Spouse
  - Parent
  - Child (between 18 and 21)
  - Location of Care

### **Requirement #F.2.1.14 Multiple Employers/Clients**

- ☐ Demonstrate the unique provider/client relationship in a deduction/payment cycle by showing the processing of payments for multiple provider/client relationships for a single provider payment cycle

### **Requirement #F.2.1.7 W-4 Status**

- ☐ Demonstrate the calculation of a deduction for W-4 FITW withholding

### **Requirement #F.2.1.5 One W4 Per Individual Provider**

- ☐ Demonstrate the calculation of a deduction for W-4 FITW withholding applying to all union covered services for a provider regardless of the number of clients receiving those services

### **Requirement # F.4.2.7 AEIC Compliance**

- ☐ Demonstrate how the system calculates Advanced Earned Income Credit (AEIC) in compliance with federal and state rules, regulations, policies and laws.

### **Requirement #F.2.1.10 Union Covered Services**

- ☐ Demonstrate the calculation of a deduction for FITW only from eligible union covered services

**Requirement #F.2.1.20      Certain Payments Non-Taxable**

- ☐ Demonstrate the exemption of a calculation of tax for non-taxable payments
  - Expense reimbursements
  - Reimbursement for purchased goods
  - Mileage payments

**Requirement #F.2.1.21      Determination of Tax Status of Payments**

- ☐ Demonstrate the identification of all payments as taxable or non-taxable

**Requirement #F.2.1.22      Backup Withholding**

- ☐ Demonstrate the calculation of a backup withholding deduction according to IRS regulations for backup withholding

**Requirement #F.2.1.13      Calculation of Quarterly SUTA Due**

- ☐ Demonstrate the calculation of a SUTA on payments that fall within the minimum/maximum range per unique provider/client association
- ☐ Demonstrate the calculation of SUTA due on prior quarters

**Requirement #F.2.2.3      Garnishment Deduction**

- ☐ Demonstrate the calculation of a garnishment deduction

**Requirement F.2.3.1      Deduction Order**

- ☐ Demonstrate how deduction order is established within the system  
A configuration screen may be displayed to fulfill demonstration of this requirement

**Requirement #F.2.3.3      Pay Included in L&I**

- ☐ Demonstrate the system including and excluding certain kinds of pay in the calculation of L&I

**Requirement #F.2.3.4      Class of Work and Rates for L&I**

- ☐ Demonstrate the maintenance of Class of Work and composite rates to calculate, report, and remit premium payments to L&I for worker's compensation
- ☐ Demonstrate the calculation of deductions for premium payments to L&I

**Requirement #F.2.4.17      Deductions Based on Period of Payment**

- ☐ Demonstrate the deduction of union dues and voluntary union deductions based on the period of payment and not on the period of service

**Requirement #F.2.4.3      Calculation of Union Dues**

- ☐ Demonstrate the deduction of union dues
  - Based on a percentage of pay for union covered services only
  - Applying a minimum/maximum monthly deduction limit

- Excluding client responsibility (participation or client co-pay)
- For a Beck-Hudson objector

**Requirement #F.2.4.4                      Union Dues Deductions for Multiple Unions**

- ☐ Demonstrate the deduction of union dues for deductions for multiple unions for the same provider

**Requirement #F.2.4.11                      Provider Health Insurance Deductions**

- ☐ Demonstrate the deduction calculation of health care premiums from enrolled providers. It is not necessary to demonstrate receipt of data, from a third party, establishing the deduction records in the system.

## **4.2.2 ACCUMULATORS (ACCRUALS)**

**Requirement #F.3.1.1                      Cumulative Career Hours Separated by UCS and non-UCS**

- ☐ Demonstrate the accumulation of provider cumulative career hours (CCH) separated for UCS and non-UCS

**Requirement #F.3.1.2                      Cumulative Career Hours Recording Detail**

- ☐ Demonstrate the accumulation of cumulative career hours by
  - Provider
  - Union
  - Service
  - Tax Year

**Requirement #F.3.1.3                      Client Responsibility Included in Cumulative Career Hours Accrual**

- ☐ Demonstrate the accumulation of CCH from client responsibility (client copays or participation)

**Requirement #F.3.2.1                      Paid Time Off Accrual**

- ☐ Demonstrate the accumulation of PTO for UCS

**Requirement #F.3.2.3                      Client Responsibility Included in Vacation Accrual**

- ☐ Demonstrate the accumulation of PTO based on client responsibility (client copays or participation) for UCS

### **4.2.3 EARNINGS**

#### **Requirement #F.4.1.16      Payment of Non-Reportable Earnings**

- ☐ Demonstrate the payment of non-reportable earnings

#### **Requirement #F.4.2.3      Mileage Reimbursement**

- ☐ Demonstrate the payment of mileage based on a specified mileage rate

#### **Requirement #F.4.2.4      Maximum Mileage Reimbursement**

- ☐ Demonstrate the payment of only the maximum mileage reimbursement per client-provider per time period

#### **Requirement #F.4.2.5      Travel Time**

- ☐ Demonstrate the payment calculation of travel time correctly claimed by the provider

#### **Requirement #F.4.1.10      Units of Service**

- ☐ Demonstrate the payment based on different units of service
  - Hours
  - Days
  - Half-Days
  - Miles
  - “Eachs”

#### **Requirement # F.4.1.4      Ability to Update Rates Tables**

- ☐ Demonstrate how authorized users update (add, delete, edit, deactivate) rate tables and other configurable values that control accruals and calculation of earnings and deductions

#### **Requirement # F.4.1.3      Ability To Load Mass Updates To Rates Tables**

- ☐ Demonstrate how the system will allow for mass updates (add, delete, edit, deactivate) to rate tables and other configurable values that control accruals and calculation of earnings and deductions.

#### **Requirement #F.4.1.9      Determination of Pay Rates**

- ☐ Demonstrate the pay calculation for providers based on the following rate attributes
  - Provider type
  - Service type
  - Service type including mentorship
  - Service type including training
  - Provider licensure/certification

- Rates unique to a provider
- Rates unique to a client

**Requirement #F.4.4.3 Access Applicable Wage Scale**

- ☐ Demonstrate the calculation of provider pay based on the applicable wage scale

**Requirement #F.4.1.2 Application of Effective Date**

- ☐ Demonstrate the calculation of provider pay based on effective dates

**Requirement #F.4.1.11 Conversion Rates**

- ☐ Demonstrate calculation of provider pay based on the conversion of pay rates to the applicable unit of rate

**Requirement #F.4.1.18 Provider Charge Rates**

- ☐ Demonstrate the calculation of provider pay based on the lower of the state rate and the provider charge rate

**Requirement # F.4.3.6 Overtime Payments**

- ☐ Demonstrate how the system shall provide for the calculation of overtime payments as required by the various rules (inc. Fair Labor Standards Act), laws and collective bargaining agreements applicable to the Provider

**Requirement #F.4.2.1 Paid Time Off Payment**

- ☐ Demonstrate the calculation of paid time off during a month in which clients are serviced (spread proportionately to hours worked per client)
- ☐ Demonstrate the calculation of paid time off during a month in which clients are not serviced (spread proportionately to hours worked per clients served in the most recent month that services were delivered)
- ☐ It is not necessary to demonstrate account coding

**Requirement #F.4.2.2 Paid Time Off Associated With Specific Union**

- ☐ Demonstrate the calculation of payment of PTO, and PTO accrual and payment tracking, associated with a specific union

**Requirement #F.4.4.1 Payment for Partial or Full Days**

- ☐ Demonstrate the calculation of provider pay based on a full day of service
- ☐ Demonstrate the calculation of provider pay based on a partial day of service

**Requirement #F.4.4.4 One Provider Payment for Multiple Clients**

- ☐ Demonstrate the calculation of provider pay based on serving multiple clients (employers)



## **SUB-SCENARIO 4.3 – PAY CALCULATION**

The expectation for Sub-Scenario 4.3 is that the demonstrator will use these visible-to-the-system-user requirements to demonstrate that not only have these requirements been demonstrated but that also the requirements in Sub-Scenario 4.2 have been demonstrated as well.

### **Requirement #F.5.1.6                      Multiple Service Type Combined for Payment**

- ☐ Demonstrate the payment calculation of a provider combining multiple service types
  - 1099 union covered service (UCS)
  - W-2 UCS
  - W-2 non-UCS

### **Requirement #F.5.2.1                      Detailed Remittance Advice**

- ☐ Demonstrate the detailed remittance advice  
There is an understanding that our remittance advice for this system has not yet been designed.

### **Requirement #F.5.2.2                      Remittance Advice for Each Payment**

- ☐ Demonstrate the detailed remittance advice for each provider being paid  
Vendor may choose to demonstrate a remittance advice for an individual provider and a remittance advice for an agency provider.

### **Requirement #F.5.2.3                      Remittance Advice Formatted for Provider Type**

- ☐ Demonstrate how the system will associate provider type with type of detailed remittance advice

### **Requirement #F.5.2.4                      Remittance Advice to Include Service Line Details**

- ☐ Demonstrate the details included on a remittance advice
  - From the authorization
  - From the claimed invoice
  - For the clients served
  - For all deductions
  - For PTO accrual
  - For PTO used
  - PTO balance details
  - CCH at the close of the pay period
  - MTD totals
  - YTD totals

There is an understanding that our remittance advice for this system has not yet been designed.

**Requirement #F.5.2.5                      Voluntary Union Deductions on Remittance Advice**

- ☐ Demonstrate the voluntary union deductions on the remittance advice

**Requirement #F.5.2.6                      Union Dues Deductions on Separate Lines**

- ☐ Demonstrate the union dues deductions on the remittance advice

**Requirement #F.5.2.10                      Remittance Advice Re-Printing**

- ☐ Demonstrate the re-printing of a specific remittance advice

**Requirement #F.5.3.1                      Provider Access to Information**

- ☐ Demonstrate the access to remittance advice information for the provider via the Provider Portal (online web)
- ☐ Demonstrate the access to remittance advice information for the provider via the IVR or other innovative solution.

**Requirement #F.5.3.2                      Payments in Summary and Detail Format**

- ☐ Demonstrate the access to summary and detail information on the remittance advice for the provider via the Provider Portal (online web)
- ☐ Demonstrate the access to summary and detail information on the remittance advice for the provider via the system for DSHS and DEL staff

**Requirement #F.5.3.5                      L&I Data History**

- ☐ Demonstrate the access to L&I data history

**Requirement #F.5.4.8                      Conversion of State Payment**

- ☐ Demonstrate the conversion of state payments to hours for use in the calculation of worker's compensation
- ☐ Demonstrate the conversion of state payments to hours for use in the calculation of SUTA

**Requirement #F.2.4.14                      Calculation of State Contributions to Health Insurance Premiums**

- ☐ Demonstrate that the system will calculate the State's portion of the health insurance cost for providers from whom insurance deductions were taken based on a flat amount per insured provider based on the union through which the provider is insured
- ☐ Demonstrate that the system will calculate the State's portion of the health insurance cost for providers from whom insurance deductions were taken based

on an hourly percentage per insured provider based on the union through which the provider is insured

## **SUB-SCENARIO 4.4 – REPORTING AND INQUIRIES**

The expectation for Sub-Scenario 4.4 is that the demonstrator will use the reporting and inquiry features of the system to show that (1) the requirements have been satisfied and (2) that the payment cycle results are correct and history is correctly updated from Sub-Scenario 4.2 and 4.3.

### **Requirement #F.7.1.3                      Provider 1099 and W2**

- ☐ Demonstrate the system retained entries of 1099 and W2 earnings and deductions information for a provider

### **Requirement #F.7.1.1                      Tax-Related Forms and Reports Produced**

- ☐ Demonstrate that the system will produce a W-2
- ☐ Demonstrate that the system will produce a 1099
- ☐ Demonstrate that the system will produce a Form 941
- ☐ Demonstrate that the system will produce a 941 Schedule B
- ☐ Demonstrate that the system will produce a Form 941X
- ☐ Demonstrate that the system will produce a Form 945
- ☐ Demonstrate that the system will produce a Form 843
- ☐ Demonstrate that the system will produce a Form 940
- ☐ Demonstrate that the system will produce a W-2C
- ☐ Demonstrate that the system will produce a W-3C
- ☐ Demonstrate that the system will produce a 1096 Transmittal Cover Sheet
- ☐ Demonstrate that the system will produce a 1099-MISC
- ☐ Demonstrate that the system will produce amended forms

### **Requirement #F.2.4.6                      Union Dues Included in W2 and 1099**

- ☐ Demonstrate the inclusion of union dues deducted as reportable income on annual W-2 and 1099 reporting

### **Requirement #F.7.4.6                      Remittance of SUTA and Transmission of SUTA Quarterly Report**

- ☐ Demonstrate the system retained entries of SUTA payment information
- ☐ Demonstrate the generation of payment transactions to be used for remittance of SUTA

**Requirement #F.7.4.3                      Deduction Recording Detail**

- ☐ Demonstrate the system retained entries of deductions by
  - Union

**Requirement #F.8.2.2                      User Search Criteria**

- ☐ Demonstrate the search criteria available to the users
  - Provider number
  - Provider name
  - Invoice number
  - Authorization number
  - Warrant number
  - EFT number
  - CVC account number
  - TIN (EIN or SSN)
  - Date range – service dates
  - Date range – pay dates
- ☐ Demonstrate the use of “wild card” used in search criteria

**Requirement #F.8.2.3                      View Pay Details**

- ☐ Demonstrate the data that the system will allow State users to search for and view related to payments
  - Authorization details
  - Original payments
  - Payment details, including EFT, CVC, and/or warrant numbers and pay dates
  - Deduction details
  - Paid time off accrual rates and balances
  - Current cumulative career hours, by union
  - Invoice mailed date
  - Date provider validated the invoice
  - Units invoiced
  - Units paid
  - Other details include on remittance advices
- ☐ Demonstrate the data that the system will allow Providers to search for and view related to payments via the Provider Portal
  - Authorization details
  - Original payments
  - Payment details, including EFT and/or check numbers
  - Deduction details
  - Paid time off accrual rates and balances
  - Current cumulative career hours, by union
  - Invoice mailed date
  - Date provider validated the invoice
  - Units invoiced

- Units paid
- Other details include on remittance advices
- Demonstrate the use of “wild card” used in search criteria

**Requirement #F.8.2.4 View Provider Data**

- ☐ Demonstrate the data that the system will allow State users to search for and view related to providers
  - Provider demographic details
  - Tax directives
  - Summary of hours (CCH, PTO, etc.)
  - Provider contact documentation

**Requirement # F.8.1.1 Provider Contact Documentation**

- ☐ Demonstrate how the system shall allow customer service staff to store a record of all contacts with Providers, including date and purpose of the contact

**Requirement #F.8.2.7 Expedited Payment Indicator**

- ☐ Demonstrate the data that the system will allow State users to search for and view related to expedited payments

**Requirement #F.8.2.8 Date and Union Affiliation of Most Recent Union Service**

- ☐ Demonstrate the data that the system will allow State users to search for and view related to the most recent union services for every union through which the provider has performed any UCS

**Requirement #F.9.2.1 Union Determination and Tracking**

- ☐ Demonstrate the data that the system will allow State users to search for and view related to union data being appropriately tracked for benefits, rules, and deductions appropriate to the providers who have performed UCS

**Requirement #F.9.2.2 Track Member Status**

- ☐ Demonstrate the data that the system will allow State users to search for and view related to union member status including the month of UCS and type of member

**Requirement #F.8.2.1 User Access to Data**

- ☐ Demonstrate the viewing of data that a State Worker would have
- ☐ Demonstrate the viewing of data that a Provider would have via the Provider Portal
- ☐ Demonstrate the viewing of data that a Provider would have via the IVR or other innovative solution

## **5. Parameter Entry Scenario (Wednesday AM, 15 min)**

### **Requirement #F.4.3.5 Manual Entry of Multiple Holiday Calendars**

- ☐ Demonstrate that the system will allow the use of multiple holiday calendars

## **6. Garnishment Entry Scenario (Wednesday AM, 45 min)**

### **Requirement #F.2.2.1 Garnishment Receipt**

- ☐ Demonstrate that the system shall accept the entry of garnishment orders into the system  
If vendor's service delivery includes staff support to establish and maintain garnishments, it is acceptable to demonstrate screens vendor's staff will use to establish the garnishment record.

### **Requirement #F.2.2.3 Garnishment Deduction**

- ☐ Demonstrate the application of a garnishment deduction to the limit of a garnishment
  - Garnishment based on percentage of pay
  - Garnishment based on fixed amount
  - Garnishment not to exceed a monthly maximum
  - Garnishment not to exceed a percentage of net pay

### **Requirement #F.2.2.2 Garnishment Correspondence**

- ☐ Demonstrate that the system will produce a notification that a garnishment order has been received
- ☐ Demonstrate that the system will produce a notification that a change to a garnishment order has been received
- ☐ Demonstrate that the system will produce a response to a garnishor when the garnishee is not is not a provider paid by the system
- ☐ Demonstrate that the system will produce a notification that a garnishment has been completed

### **Requirement #F.2.2.5 Garnishment Reporting**

- ☐ Demonstrate that the system will produce reporting of garnishments calculated

## **7. Pay Calculation Cycle 2 Scenario – Payments Based on Accumulations and Initial Adjustments (Wednesday AM, 75 min and Wednesday PM, 75 min)**

The objectives of this Scenario are to, beginning with data from Payment Cycle 1, show payments that are based on accumulations and show some adjustments. Since Payment Cycle 1 illustrated many of the requirements we will not be listing them again, even though many of those requirements will need to be exercised again to enable demonstrating this new scenario.

During this Scenario the demonstration should show the entry of the timesheets, and all the processing required through to payment and reporting of the following payment cases:

1. Retroactive Pay
2. PTO and PTO Exceptions
3. New W-4 Deductions
4. Exception for FITW
5. Rates Adjustment by CCH
6. Seniority Pay
7. Holiday Payments

Additionally during this Scenario the demonstration should show the entry of the adjustments and all the processing required through to payment and reporting of the following adjustment types:

1. Adjustments Resulting from Modification to Authorization After Payment
2. Retroactive Pay Rate Adjustments
3. Adjustment of Accrued Hours
4. Adjustments and Corrections to Prior Quarter

The demonstration does not have to have separate providers or separate timesheets to accomplish the objectives of the demonstration. It is the responsibility of the demonstrator to ensure that the evaluators in the room can follow the requirements that are being demonstrated that are not actually visible until the payment cycle is completed.

Additionally this Scenario will exercise requirements and data preparations that will:

1. Roll the system clock forward to the next pay period. (If the roll forward(s) used in Payment Cycle 1 to show tax reporting is/are adequate then this exercise does not have to be repeated.)
2. Change a few of the payment cycle parameters via configuration to set up the pay run

3. Change a few of the specific parameters for specific providers to set up for the pay run

## 7.1 CONFIGURATION CHANGES

### **Requirement #F.1.1.2      Additional Time Sheets to Support Additional Pay Cycles**

- ☐ Demonstrate the method of configuring the system to produce additional pay cycles that will produce additional timesheet (invoice) runs

### **Requirement #F.5.1.1      Pay Frequencies**

- ☐ Demonstrate the method of configuring the system to produce multiple and simultaneous payment frequencies

## 7.2 SPECIFIC PARAMETER CHANGES

### **Requirement #F.4.1.5      Manual Entry of Pay Rates, Differentials, and Pay Modifiers**

- ☐ Select appropriate providers from Pay Cycle 1
- ☐ Select parameters that will take effect in Pay Cycle 2
- ☐ Demonstrate the method of entering changes in
  - Pay rates
  - Pay differentials
  - Pay modifiers

### **Requirement #F.4.1.1      Effective Dated Rates**

- ☐ Select appropriate rates from Pay Cycle 1
- ☐ Select parameters that will take effect in Pay Cycle 2
- ☐ Demonstrate the method of entering changes in the effective start and end dates for rates

## 7.3 PAYMENT BASED ON ACCUMULATIONS FROM CYCLE TO CYCLE

Show the entry of timesheets that will trigger the following requirements:

### **Requirement #F.1.1.6      Services Authorized Up To 12 Months Retroactively**

- ☐ Demonstrate the system's ability to permit services authorized retroactively entered on a timesheet



**Requirement #F.1.1.7                      Time Entry Permitted for Services Provided in the Past**

- ☐ Demonstrate the system's ability to permit services authorized in the past up to 12 months

**Requirement #F.1.1.11                      Claim PTO When There is no Pay for Services**

- ☐ Demonstrate the system's ability to claim and calculate pay for PTO when there is client responsibility and the net pay for services would be zero

**Requirement #F.4.3.1                      PTO Hours Paid in Months When No Services Are Authorized**

- ☐ Demonstrate the system's ability to claim and pay for PTO when there is no pay for a service in the month of the claim

**Requirement #F.4.3.2                      PTO May Be Claimed for Up To 12 Months**

- ☐ Demonstrate the system's ability to claim and pay for PTO up to 12 months following the most recent date of UCS to which PTO accrual was attributed

**Requirement #F.3.2.2                      PTO Hours Maximum Balance**

- ☐ Demonstrate the accumulation of PTO up to a maximum balance

**Requirement #F.4.3.3                      PTO Hours Reduced**

- ☐ Demonstrate the reduction to zero of PTO hours for a provider when the provider has not had payments for UCS in the last 12 months
- ☐ Demonstrate the payment of the remaining balance of PTO claimed during the month in which the PTO balance reduction is to take place because of a lack of paid service hours in the last 12 months

**Requirement #F.4.1.6                      Pay Rates Adjusted by Cumulative Career Hours**

- ☐ Demonstrate the system's ability to adjust the pay rate based on CCH accumulations for UCS over the lifetime of the provider
- ☐ Demonstrate the system's ability to adjust the pay rate based on CCH accumulations for UCS over the lifetime of the provider across all programs
- ☐ Demonstrate the system's ability to adjust the pay rate based on CCH accumulations for UCS over the lifetime of the provider by union

**Requirement #F.4.1.8                      Timing of Pay Rates Adjusted by Cumulative Career Hours**

- ☐ Demonstrate the system's ability to pay at two different rates on one paycheck for the same service based on the provider's CCH surpassing another CCH payment threshold

**Requirement #F.4.1.7 Pay Raises - Seniority**

- ☐ Demonstrate the system's ability to pay at the seniority rate regardless of the rate claimed on the invoice

**Requirement #F.4.3.4 Holiday Payments**

- ☐ Demonstrate the system's ability to pay for holidays claimed as permitted by the applicable CBA

## **7.4 ADJUSTMENTS - ENTRY**

Note – assumed to be same pay cycle (Pay Cycle 2) as the entries above for 7.3

**Requirement #F.6.1.4 Adjustments Resulting From Modification to Authorization After Payment**

- ☐ Demonstrate the system's ability to enter and pay adjustments resulting from a change to an authorization after initial payment has been made. Show that the following have been altered accordingly
  - Earnings
  - Deductions
  - Taxes
  - Accruals of CCH
  - Accruals of PTO
  - 1099 and W2
  - Other payment records

**Requirement #F.6.3.3 Retroactive Pay Rate Adjustments**

- ☐ Demonstrate the system's ability to pay retroactively when a pay rate adjustment has been entered

**Requirement #F.6.1.6 Adjustment of Accrued Hours**

- ☐ Demonstrate the system's ability to allow users to adjust PTO and the reason for the adjustment
- ☐ Demonstrate the system's ability to allow users to adjust CCH and the reason for the adjustment

**Requirement #F.6.2.3 Adjustments and Corrections to Prior Quarter**

- ☐ Demonstrate the system's ability to have an adjustment entered for a service that was paid in a prior quarter
- ☐ Demonstrate that the system maintains all historical reporting of payments, accruals, and deductions correctly based on the adjustment
  - Earnings
  - Deductions

- Taxes
- Accruals of CCH
- Accruals of PTO
- 1099 and W2
- Other payment records

**Requirement #F.6.2.2                      Reconciliation of Adjustments and Corrections in Current Quarter**

- ☐ Demonstrate the system's ability to accept the entry of an adjustment in a current quarter
- ☐ Demonstrate the system's ability to reflect that the quarterly, amended quarterly and annual reports reconcile for both federal and state tax reporting
- ☐ Demonstrate the system's ability to reflect, in SUTA, if a prior period adjustment caused a provider's earnings to break the threshold that would require SUTA reporting (e.g. if there is more than \$x reported in a quarter then SUTA is applied)

## **7.5 INQUIRIES AND REPORTS**

Within this section please use inquiries and reports to demonstrate that the payment cycle has taken place correctly for those payments that are not adjustments. The requirements for inquiry and reporting are not listed again because they have already been seen as part of Payment Cycle 1.

It is very important to show the Remittance Advice for adjustments. Additionally below are listed the new inquiries and reports requirements within this section that are specific to adjustments.

**Requirement #F.8.2.6                      Payment Adjustment Indicator on Original Payment Lines**

- ☐ Demonstrate the indicator on online inquiry screens that identifies original payment lines which have been subsequently adjusted

**Requirement #F.6.1.1                      Original and Adjustment Data History**

- ☐ Demonstrate the original and adjustment information in data history

**Requirement #F.6.4.1                      Adjustments Reflected in Accruals**

- ☐ Demonstrate the affect of an adjustment in all accruals

**Requirement #F.6.1.3                      Access to Audit Trail for Adjustments or Corrections**

- ☐ Demonstrate the access to audit trail information for an adjustment
- ☐ Demonstrate the creation of comments by the system.
- ☐ Demonstrate the creation of comments by system users.

**Requirement #F.6.1.5 Adjustment Reflected in MTD and YTD**

- ☐ Demonstrate the system has reflected the adjustment in all MTD and YTD totals

**Requirement #F.6.2.1 Adjustments and Corrections in Current Quarter**

- ☐ Demonstrate the system has reflected the results of an adjustment in tax forms, files, payments and reports for that quarter

**Requirement #F.2.1.18 Withholding History**

- ☐ Demonstrate the system retained an effective-dated history of provider tax withholding status

**Requirement #F.7.1.3 Provider 1099 and W2**

- ☐ Demonstrate the system shall properly record 1099 and W2 information for a provider based on adjustments

**Requirement #F.7.4.3 Deduction Recording Detail**

- ☐ Demonstrate the system shall properly record deduction detail based on an adjustment for the following
  - Provider
  - Union
  - Service
  - Tax Year

**8. Pay Calculation Cycle 3 – Overpayments, Returns/Reversals/Cancellations (Wednesday PM, 90 min)**

The objectives of this Scenario are to, beginning with data from Payment Cycle 1 and Payment Cycle 2, show payments that are based on additional types of adjustments. Since Payment Cycle 1 and Payment Cycle 2 illustrated many of the requirements we will not be listing them again, even though many of those requirements will need to be exercised again to enable demonstrating this new scenario.

During this Scenario the demonstration should show the entry of the adjustments and all the processing required through to payment and reporting of the following adjustment types:

1. Overpayments
2. Provider or Client Records Combined or Split
3. Returns, Reversals, Cancellations

The demonstration does not have to have separate providers or separate timesheets to accomplish the objectives of the demonstration. It is the responsibility of the demonstrator to ensure that the evaluators in the room can follow the requirements that are being demonstrated that are not actually visible until the payment cycle is completed.

## **OVERPAYMENTS**

### **Requirement #F.6.1.8 Manual Identification of Overpayments**

- ☐ Demonstrate the system's ability to manually identify a payment as being an overpayment
- ☐ Demonstrate the system's ability to manually identify a portion of a payment as being an overpayment

### **Requirement #F.6.1.7 Identification of Overpayments**

- ☐ Demonstrate the system's ability to systematically deduce when an overpayment has occurred

### **Requirement #F.6.1.10 Notification of Overpayment**

- ☐ Demonstrate the system's ability to send correspondence to a provider to whom the overpayment was made

### **Requirement #F.6.1.11 Recoupment of Overpayment**

- ☐ Demonstrate the system's ability to make scheduled recoupment of overpayments ("netting")
- ☐ Demonstrate the system's ability to adjust payment details recorded when an overpayment is recouped via netting:
  - Gross Pay
  - Earnings
  - Deductions
  - Taxes
  - Accruals of CCH
  - Accruals of PTO
  - 1099 and W2
  - Other payment records

## **RETURNS, REVERSALS, CANCELLATIONS**

### **Requirement #F.6.3.1 Cancelled Transactions**

- ☐ Demonstrate the system's ability to reverse the appropriate stored information, if payment is cancelled
  - Earnings
  - Deductions
  - CCH

- PTO
- Other Payment Records

**Requirement #F.6.3.2                      Reversal of Payment and Appropriate Adjustments**

- ☐ Demonstrate the system's ability to match a cancelled payment
- ☐ Demonstrate the system's ability to process a reversal based on a cancelled payment and reverse the appropriate stored information
  - Earnings
  - Deductions
  - CCH
  - PTO
  - Other Payment Records

**Requirement #F.5.1.9                      Provider Payment Cancel and Reissue**

- ☐ Demonstrate that the system will allow authorized users to cancel and initiate a payment reissue

**Requirement #F.6.3.5                      EFT, CVC Cancellation and Reason**

- ☐ Demonstrate the system's ability to capture a record of the reason of the EFT cancellation
- ☐ Demonstrate the system's ability to initiate a payment reissue for an EFT payment that is to be canceled
- ☐ Demonstrate the system's ability to capture a record of the reason of the CVC cancellation
- ☐ Demonstrate the system's ability to reissue a payment for a CVC payment that is to be canceled

**9.      Year-End Processing Scenario (Wednesday PM, 75 min)**

Objective: Demonstrate functionality related to year-end processing, issuance of tax reporting and related documents. No pay cycle is required, if year-end processing can be demonstrated without an additional pay cycle.

**Requirement #F.7.1.1                      Tax-Related Forms and Reports Produced**

- ☐ Demonstrate that the system will produce a W-2
- ☐ Demonstrate that the system will produce a 1099
- ☐ Demonstrate that the system will produce a Form 941
- ☐ Demonstrate that the system will produce a 941 Schedule B
- ☐ Demonstrate that the system will produce a Form 941X
- ☐ Demonstrate that the system will produce a Form 945
- ☐ Demonstrate that the system will produce a Form 843
- ☐ Demonstrate that the system will produce a Form 940
- ☐ Demonstrate that the system will produce a W-2C

- ☐ Demonstrate that the system will produce a W-3C
- ☐ Demonstrate that the system will produce a 1096 Transmittal Cover Sheet
- ☐ Demonstrate that the system will produce a 1099-MISC
- ☐ Demonstrate that the system will produce amended forms

**Requirement #F.6.2.7**

**Calculation of FICA Refunds**

- ☐ Demonstrate that the system will calculate FICA refunds due at the end of each tax year, based on the relationship between the provider and client when income does not meet the minimum reporting threshold for the tax year

## **10. Technical Scenarios (Thursday AM, 240 min)**

### **REPORTING**

**Requirement #T.6.2.5**

**Security for Tools Used to Develop New Reports.**

- ☐ Tools used to develop new reports should cause all reports produced with them to comply with all stated security requirements. (IE: No user shall be able to access data via a reporting tool to which they have not been granted access).

**Requirement #T.7.1.1**

**Real Time Reporting and Inquiries**

- ☐ Demonstrate the system's ability to support real time reporting and inquiries
  - On-demand pre-defined inquiries
  - On-demand ad-hoc inquiries or reports

**Requirement #T.7.1.3**

**Inquiry Selection Criteria Displayed**

- ☐ Demonstrate the system's ability to show how the information was obtained (parameters of the query)

**Requirement #T.7.1.4**

**Maintain a Personal and Shared Library of Queries for Future Reference**

- ☐ Demonstrate the system's ability to retrieve queries from a library of queries
- ☐ Demonstrate the system's ability to store user-built queries into a private, personal library of queries
- ☐ Demonstrate the system's ability to store user-built queries into a shared library of queries

**Requirement #T.7.1.5**

**Creation of Queries Without Having to Know a Programming Language**

- ☐ Demonstrate the system's ability to build a query without having to know a programming language

**Requirement #T.7.1.6                      Standard Data Validity Checks Prior To  
Queries Being Submitted To Run**

- ☐ Demonstrate the system's ability to implement validity checks on query parameters

**Requirement #T.7.1.7                      Sorting of Queries**

- ☐ Demonstrate the system's ability to select sorts on queries

**Requirement #T.7.1.11                      Drilldown**

- ☐ Demonstrate the system's ability to drilldown from one report to another related report

**Requirement #T.7.1.12                      Report Delivery Mechanisms**

- ☐ Demonstrate the system's ability to deliver reports to the desired recipient

**Requirement #T.7.1.13                      Notification of Report Recipients**

- ☐ Demonstrate the system's ability to notify recipients that a report has been generated for them

**Requirement #T.7.4.1                      Chronicle Of report Request Entries**

- ☐ Demonstrate the system's ability to implement audit trails available to chronicle when a report is run and when a report is delivered to a recipient.

**HELP SERVICES**

**Approach – Automated Help Services**

- ☐ Demonstrate the system's IVR help abilities
- ☐ Demonstrate the system's online help abilities on the provider portal
- ☐ Demonstrate the system's online help abilities for State employees